Installation Guide | PUBLIC
Software Provisioning Manager 1.0 SP39
Document Version: 4.4 – 2023-10-09

Installation of SAP Library for SAP systems based on SAP NetWeaver 7.0 and Higher on Windows
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**Document History**

**i Note**
Before you start reading, make sure you have the latest version of this installation guide, which is available at [https://support.sap.com/sitoolset] > System Provisioning > Install a System using Software Provisioning Manager > Installation Option of Software Provisioning Manager 1.0.

The following table provides an overview on the most important document changes:

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1  About this Document

This guide explains how to install or update SAP Library for SAP systems based on SAP NetWeaver using the installation tool software provisioning manager 1.0 SP39, which is part of SL Toolset 1.0 SP39. It also explains how to configure the help settings to optimize how your users access the SAP Library.

This guide is relevant for installations based on Windows operating systems. This refers to the operating system of the file server or Web server on which you plan to install the SAP Library, not to the operating systems of the front ends used to display application help. There is a separate guide for installations based on Unix operating systems. You can find this on the SAP Help Portal at Installation of SAP Library for SAP systems based on SAP NetWeaver 7.0 and Higher on UNIX.

The SAP NetWeaver-based system products and releases for which this documentation is valid are listed in SAP Note 1680045. Examples of these SAP systems include SAP ERP, SAP Customer Relationship Management, SAP Solution Manager, and SAP Supply Chain Management.

**Note**

If you want to install documentation for an SAP S/4HANA system, see the installation guide for the specific SAP S/4HANA release you are using for information on how to proceed.

SAP Library is an HTML-based solution for documentation. It provides the basis for context-sensitive application help. The SAP Library can be displayed in a Web browser on all front-end platforms that your product supports. SAP Library is available in several different variants; the installation of each variant is described in this guide:

- Installing PlainHtmlHttp and PlainHtmlFile [page 15]
- Configuring Documentation Provided on the SAP Help Portal [page 33]

**software provisioning manager 1.0**

The software provisioning manager is the successor of the product-specific and release-specific delivery of provisioning tools, such as SAPinst. Before you perform an installation or system copy, we recommend that you always download the latest version of the software provisioning manager [page 21] which is part of the Software Logistics Toolset (SL Toolset for short). This way, you automatically get the latest SAPinst version including latest fixes in the tool and supported processes. For more information about software provisioning manager as well as the products and releases that it supports, see SAP Note 1680045.

As a result, “SAPinst” has been renamed to “software provisioning manager” in this documentation.

However, the term “SAPinst” is still used in:

- Texts and screen elements in the software provisioning manager GUI
- Naming of executables, for example sapinst.exe
Prerequisites

You have obtained the DVD set of SAP Library, either as a physical DVD or CD provided as part of the installation package for your SAP system or by downloading the documentation package from the SAP Software Download Center (SWDC) at https://launchpad.support.sap.com/#/softwarecenter.

We deliver the documentation in the format standard HTML (Plain HTML). Subdirectories contain the different language versions that the documentation is available in.

<table>
<thead>
<tr>
<th>i Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>For the sake of simplicity in this guide, we refer to the SAP Library DVD/CD or documentation download package from SWDC as the “SAP Library DVD”.</td>
</tr>
</tbody>
</table>

For more information about downloading the documentation package from the SWDC, see Preparing the Installation Media [page 21]

Implementation Considerations

On Microsoft Windows front ends, you must install at least SAP GUI 7.50 to enable access to the documentation from the SAP system. For more information, see SAP Note 66971.

<table>
<thead>
<tr>
<th>i Note</th>
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<tbody>
<tr>
<td>See also the information in the README.TXT file in the downloaded documentation package or on the documentation DVD (see Preparing the Installation Media [page 21]).</td>
</tr>
</tbody>
</table>

If you have any problems installing or displaying SAP Library, go to the SAP Support Portal at https://launchpad.support.sap.com/ and choose the tile Find a Solution. If you cannot find an answer to your question, choose Submit an Incident to create a customer incident.

Use one of the following components to search for SAP Notes or to submit an incident:
- BC-DOC-INB-DIS for issues relating to customizing of the documentation.
- BC-INS-NT for issues relating to installation on Windows.
- BC-INS-UNX for issues relating to installation on Unix.
- UA-DOC for issues relating to the content of the documentation and the SAP Library DVDs you need.

SAP Notes for the Installation

You must read SAP Note 1261881 before you start the installation. This SAP Note contains the most recent information on the installation process and corrections to the installation documentation.

Make sure that you have the most up-to-date version of each SAP Note, which you can find on the SAP Support Portal.
## 2 Variants of SAP Library

To handle the demands and features presented by different front-end platforms, the HTML-based documentation is provided in several variants (help types). The main differences between the help types are the storage format (Standard HTML or Compiled HTML), the way you access the help documents (Web server or file server), and the search and print functions.

This table allows you to compare the help types and their main features. For more information about each help type, go to the corresponding help type listed in the Related Information section.

<table>
<thead>
<tr>
<th>Help Types</th>
<th>SAP Help Portal</th>
<th>PlainHtmlHttp</th>
<th>PlainHtmlFile</th>
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<td>Front-end platforms</td>
<td>All</td>
<td>All</td>
<td>All</td>
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<tr>
<td>File format</td>
<td>Standard HTML</td>
<td>Standard HTML</td>
<td>Standard HTML</td>
</tr>
<tr>
<td>Accessed from</td>
<td>SAP Help Portal</td>
<td>Web server</td>
<td>File server</td>
</tr>
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<td>Displayed in</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>• Google Chrome: 66</td>
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<td></td>
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<tr>
<td></td>
<td>• Microsoft Edge: 41</td>
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<td></td>
<td>• Mozilla Firefox: 60</td>
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<td></td>
<td>• Safari: 11.0</td>
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<td></td>
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<tr>
<td>Global full-text search</td>
<td>X (from SAP Help Portal at <a href="https://help.sap.com">https://help.sap.com</a>)</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>X (from SAP Help Portal at <a href="https://help.sap.com">https://help.sap.com</a>; launched, for example, from the banner of the installed documentation)</td>
<td></td>
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<tr>
<td>Printing of single topics</td>
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<td>• Linux</td>
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### Restrictions

<table>
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<th>SAP Help Portal</th>
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<tbody>
<tr>
<td>The documentation you want to consume must be available on the SAP Help Portal.</td>
<td>This help type is not compatible with Google Chrome.</td>
<td>For more information, see SAP Note 2622352.</td>
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<tr>
<td>The users must have access to the Internet.</td>
<td>For more information, see SAP Note 2652009.</td>
<td></td>
</tr>
<tr>
<td>You can specify only one combination of product and version.</td>
<td></td>
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</tr>
<tr>
<td>For more information, see SAP Note 2652009.</td>
<td></td>
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</tr>
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</table>

⚠️ **Caution**

SAP does not provide support for additional software.

### Related Information

- [Criteria for Selecting the Help Type](page 10)
- [SAP Help Portal](page 12)
- [PlainHtmlHttp](page 13)
- [PlainHtmlFile](page 13)

### 2.1 Criteria for Selecting the Help Type

You can choose the help type to use in your SAP system. The following graphic shows you the factors you need to take into account.
If documentation is available on the SAP Help Portal for the product and version that you are using, we recommend that you configure the connection to the SAP Help Portal.

If you decide to use a local installation in your system landscape, bear in mind the following criteria:

- If you want to access the SAP Library with Google Chrome, we recommend that you install the SAP Library on a Web server (help type PlainHtmlHttp). This help type contains a script that is used to enhance the rendering. While embedded in a Web server, there are no issues with Google Chrome; but when the SAP Library is installed on a file system, Google Chrome prevents the execution of these scripts. For more information, see SAP Note 2622352.

- If you want to use the Web Application Server ABAP (Web AS ABAP) of an SAP system as your Web server, see SAP Note 1019805.

- If you use front-end platforms other than Microsoft Windows, we recommend that you install PlainHtmlHttp because this help type provides a full-text search function from the SAP Help Portal.

- If you do not have a Web server and you use front-end platforms other than Microsoft Windows, you must use help type PlainHtmlFile.
2.2 SAP Help Portal

You can use the help type SAP Help Portal on all front-end platforms. Like the PlainHtml help types, it uses a standard HTML file format, and a standard Web browser for viewing. You must configure the connection to the SAP Help Portal in your SAP system. In this case, you do not need to install the help files in your system landscape and can go directly to the Post-Installation section of this guide.

Features

Characteristics

• Can be used on all front-end platforms that your product supports. For more information, see the SAP Product Availability Matrix at https://apps.support.sap.com/sap/support/pam.
• Documents displayed with one of the following Web browsers:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Minimum Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome</td>
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<td>Microsoft Edge</td>
<td>41</td>
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<td>Mozilla Firefox</td>
<td>60</td>
</tr>
<tr>
<td>Safari</td>
<td>11.0</td>
</tr>
</tbody>
</table>

• Full-text search in all SAP documentation on the SAP Help Portal http://help.sap.com
• Navigation in structures (tables of contents) and using hyperlinks
• Printing of individual help documents and generation of custom PDFs

System Requirements

System Requirements for SAP Help Portal

<table>
<thead>
<tr>
<th>System Requirements</th>
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<tbody>
<tr>
<td>Front end</td>
</tr>
<tr>
<td>No requirements other than those of the Web browser</td>
</tr>
</tbody>
</table>

Limitations

• The documentation you want to consume must be available on the SAP Help Portal. If the product version that you are using is not available on the SAP Help Portal, you must install the documentation in your local system landscape using the SAP Library DVD provided. For more information and to check if your product version is available on the SAP Help Portal, see 2652009.
• The users who consume the documentation must have access to the Internet. If this is not the case, you must install the documentation in your local system landscape using the SAP Library DVD provided.
• You can configure an ABAP system to connect to only one combination of product and version. If you want to consume documentation for more than one product, you must install the documentation in your local system landscape using the SAP Library DVD provided.
Related Information

Configuring Documentation Provided on the SAP Help Portal [page 33]

2.3 PlainHtmlHttp

This help type stores documents in Standard HTML format. They are available from a Web server and can be displayed in a standard Web browser.

Features

Characteristics

- Can be used on all front-end platforms that your product supports. For more information, see the SAP Product Availability Matrix at https://apps.support.sap.com/sap/support/pam.
- Documents displayed with a standard Web browser (Microsoft Internet Explorer or Google Chrome)
- Full-text search in all SAP documents on the SAP Help Portal https://help.sap.com
- Navigation in structures (tables of contents) and using hyperlinks
- Printing of single help documents

System Requirements

System Requirements for PlainHtmlHttp

<table>
<thead>
<tr>
<th>System Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front end</td>
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<tr>
<td>Server</td>
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</tbody>
</table>

i Note

For information about supported Web servers for Windows, see the SAP Product Availability Matrix at https://apps.support.sap.com/sap/support/pam.

2.4 PlainHtmlFile

This help type stores documents in Standard HTML format. They are available from a file server and can be displayed in a standard Web browser.
Features

Characteristics

• Can be used on all front-end platforms that your product supports. For more information, see the SAP Product Availability Matrix at https://apps.support.sap.com/sap/support/pam.
• Documents displayed with a standard Web browser (Microsoft Internet Explorer)
• Full-text search in all SAP documents on the SAP Help Portal https://help.sap.com
• Navigation in structures (tables of contents) and using hyperlinks
• Printing of single help documents

System Requirements

System Requirements for PlainHtmlFile

<table>
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<tr>
<td>Server</td>
<td>See Hardware and Software Requirements [page 20]</td>
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</table>
3 Installation

When you install the SAP Library, you provide the users of your SAP systems with the entire documentation in your local system landscape.

Prerequisites

You have obtained the SAP Library DVD for your SAP product. We deliver the documentation in the file format Standard HTML. Subdirectories contain the different language versions that the documentation is available in.

Process Flow

If you have more than one SAP Library DVD to install, proceed in the following installation sequence:

- SAP Library of the underlying SAP NetWeaver release including SPS download packages, if available
- SAP Library of the product that you want to install
- SAP Library of the addon product that you want to install
- Redirect files (PlainHTML only)
- Glossary files

For access from the SAP system, you must work through the following steps:

1. You install the PlainHtmlHttp and PlainHtmlFile using Software Provisioning Manager 1.0 as described in Installing PlainHtmlHttp and PlainHtmlFile [page 15].
2. You maintain setting variants for the documentation in transaction SR13 as described in Setting Variants for SAP Library [page 31].

Result

Once you have completed the steps in this section, you can access SAP Library both from the SAP system and directly in your local system landscape.

3.1 Installing PlainHtmlHttp and PlainHtmlFile

This procedure describes how to install PlainHtmlHttp and PlainHtmlFile. The Standard HTML files for help types PlainHtmlHttp and PlainHtmlFile are stored in a packed format in the folder PLAINHTM on the
SAP Library DVD. They cannot be viewed directly, but must first be installed on the Web server or file server; to do this, you must use Software Provisioning Manager as described in Installation of Help Files Using the Software Provisioning Manager [page 19].

⚠️ Caution

A complete installation of SAP NetWeaver and SAP ERP comprises about 750,000 files in about 350,000 directories for one language version. Depending on the file system and the configuration of the hard disk, this requires approximately 2.6 GB of disk space.

Prerequisites

- To install SAP Library, you require the SAP Library DVD (see Preparing the Installation Media [page 21]).
- To display the documentation, a suitable browser or viewer must be installed on your computer. For more information, see Using a Web Browser or Viewer [page 30].

⚠️ Note

When you call the search function from the banner of the relevant documentation, an Internet connection is opened enabling a full-text search from the SAP Help Portal. To use the full-text search function, you need an Internet connection.

⚠️ Note

If Java scripting is not enabled, the button for the full-text search function appears in the browser banner but if you choose the button, an error message appears. To activate the button, enable Java scripting in your browser settings as follows:

For Google Chrome, go to Customize and control Google Chrome ➤ Settings ➤ Privacy and security ➤ Content settings ➤ JavaScript and toggle the switch to Allowed.

For Microsoft Internet Explorer, go to Tools ➤ Internet options ➤ Security tab, choose the Local intranet zone. Choose the level Medium or Low.

Procedure

Install PlainHtmlHttp and PlainHtmlFile using Software Provisioning Manager as described in Installing and Updating SAP Library Using Software Provisioning Manager 1.0 [page 24].

Result

The archives in the folder PLAINHTM are unpacked and the help files are written to the Web server or the file server. The duration of this operation depends on the operating system and the data transfer rate of the local
machine or network share. The directory tree created on the Web server when you install the English language
version has the following structure:

<InstallDir>
- PLAINHTML
+ EN (help files, English version)

**Note**
For PlainHtmlHttp, you must create the alias /saphelp. Define this alias to point to your installation
directory <InstallDir>. The Web server must allow read access for /saphelp for all users.

You have installed SAP Library. Once you have maintained the variants in transaction SR13, you can access
the documentation from the SAP system and when you have no connection to the SAP system. You maintain
variants to define which help variants are available to the user. For more information, see Setting Variants for
SAP Library [page 31]

**Note**
See SAP Note 2304237 for instructions on how to proceed if the following error appears when you open
the SAP Library:
Could not find file \<path><language>\e1\8e51341a06084de10000009b38f83b\frameset.htm

**Note**
See SAP Note 2575073 for instructions on how to proceed if an HTTP 404 error occurs when you open
the SAP Library with the following URL:

### 3.1.1 Adding PlainHTML Redirects

**Context**

The IDs listed in table IWREFERENC in ABAP systems are incorrect in some cases due to the conversion of SAP
documentation to a newer format. You need to add the partner ID information so that the correct content can
be found. This is implemented using a set of redirect files that you add to the local SAP Library installation.

PlainHTML redirects are provided as a ZIP file that you can extract and merge with your local documentation
installation for each language. The size of the ZIP file is 200MB. These redirects are available for use with the
PlainHTML documentation format only.

**Caution**

We recommend that you back up your local SAP library installation before starting in case you want to
revert to the content without redirects afterwards.
Restriction

Do not use the Software Provisioning Manager to install these redirects because it will overwrite and thus remove existing content with the same file names.

If you have installed the SAP Library on Windows, proceed as follows:

**Procedure**

2. Choose the link with the title *Plain HTML Redirects*.
3. Download the ZIP file `plainhtml_redirects.zip` to your SAP Help server.
4. Extract the content of the ZIP file `plainhtml_redirects.zip` directly to the following folder path in your SAP Library installation: `PLAINHTM -> <2-digit language code>`

If files already exist in the documentation installation, do not overwrite these with the content of the `plainhtml_redirects.zip`. For example, the following message appears: The destination has 265 files with the same names.

In this case, choose the option *Skip these files*; do not choose the option *Replace the files in the destination*.
5. Repeat this process for all of your local SAP Library installations in all languages.

### 3.1.2 Adding Glossary Files To a PlainHTML Installation

**Context**

After installing the SAP Library for your software locally using the Software Provisioning Manager, the menu path [Help » Glossary](https://help.sap.com/viewer/product/UA-DOC/1.0/en-US) or Glossary link in the SAP Library banner do not work. You can add the glossary to your local SAP Library installation.

**Caution**

Make sure that you choose the correct language and file format for the local SAP Library installation that you want to add the glossary to. The glossary is provided in English and German only.
**Procedure**

2. Download the ZIP file glossary_PLAINHTM_SAR.zip to your SAP Help server.
3. Open the Software Provisioning Manager and add the downloaded files to your local SAP Library installation.
4. Repeat this process for all local SAP Library installations that you want to add the glossary to.

**3.2 Installation of Help Files Using Software Provisioning Manager 1.0**

**Related Information**

- Preparations for the Installation with Software Provisioning Manager 1.0 [page 19]
- Installing and Updating SAP Library Using Software Provisioning Manager 1.0 [page 24]

**3.2.1 Preparations for the Installation with Software Provisioning Manager 1.0**

You have to perform the following steps to prepare the installation or update of the SAP Library with the software provisioning manager.

**Procedure**

1. Check that your installation host meets the hardware and software requirements [page 20].
2. Make sure that the required installation media [page 21] are available.
3.2.1.1 Hardware and Software Requirements

Make sure that your host meets the hardware and software requirements.

Requirements for Running the Software Provisioning Manager

- Minimum RAM: 0.5 GB
- Minimum disk space (based on PlainHtmlHttp installation including SAP NetWeaver and SAP ERP):
  - Approximately 2.6 GB of disk space are required for one language version (Windows NTFS)
  - 5 GB of temporary disk space for each required installation medium that you have to copy to a local hard disk
  - 2 GB of temporary disk space for the installation

Requirements for Help Files to be Installed

- Minimum disk space for an SAP NetWeaver Library installation in the PlainHtmlHttp format: 1.4 GB
- Minimum disk space for an SAP Business Suite Library installation in the PlainHtmlHttp format: 2.6 GB

Constraints

- Effective immediately, the software provisioning manager no longer supports the deprecated Windows operating system versions 2998013 listed in SAP Note 2998013.

i Note

- If your current operating system is listed as deprecated in SAP Note 2998013, we strongly recommend that you migrate to a supported platform.
- If you continue to run Software Provisioning Manager on the deprecated Windows operating system versions listed in SAP Note 2998013, you do so at your own risk and without support from SAP. The software provisioning manager 1.0 SP39 and higher will still run on the deprecated Windows operating system versions listed in SAP Note 2998013 but it may run into an error. When you start the software provisioning manager, you will see a warning like the following: “Platform Support : Support for SAP JVM on Windows Server 2012 (R2) ends October 31th, 2023. See SAP note 2998013.” If you run into an issue, you must use the “frozen” software provisioning manager 1.0 SP38 software and the related installation guide. For more information, see SAP Note 3346502.

- Effective immediately, the software provisioning manager no longer supports the deprecated operating system versions 2998013 listed in SAP Note 2998013.
3.2.1.2 Preparing the Installation Media

This section describes how to prepare the installation media.

Installation media are available as follows:

- The software provisioning manager 1.0 archive containing the software provisioning manager software. You always have to download the latest version of the software provisioning manager 1.0 archive. For more information, see Downloading and Extracting the Software Provisioning Manager 1.0 Archive [page 22].
- The Documentation Installation Media
  
  `<SAP_Product> Support Package Stack <Number> HTML-Help for <OS> Standard HTML (Plain HTML) Number <Material_Number>`

  **Example**

  SAP NetWeaver 7.5 Support Package Stack 12 HTML-Help for Windows Standard HTML (Plain HTML) Number 50143290

  You can obtain it in one of the following ways:

  - Use the physical DVD or CD provided as part of the installation package of your SAP system.
  - Download and extract the documentation package:
    1. Download the documentation package from the SAP Software Download Center (SWDC) at:
       ```
       https://launchpad.support.sap.com/#/softwarecenter/INSTALLATIONS & UPGRADES
       By Category <Your PRODUCT CATEGORY> <Your PRODUCT> <Your PRODUCT VERSION>
       APPLICATION HELP (SAP LIBRARY)
       ```
    2. Extract it to a local directory on the host where you want to install the SAP Library.
3.2.1.2.1 Downloading and Extracting the Software Provisioning Manager 1.0 Archive

You must always download and extract the software provisioning manager 1.0 archive from the SAP Software Download Center because you must use the latest version.

Prerequisites

- Make sure that you use the latest version of the SAPCAR tool when manually extracting the software provisioning manager archive. You need the SAPCAR tool to be able to unpack and verify software component archives (*.SAR files). *SAR is the format of software lifecycle media and tools that you can download from the SAP Software Download Center.

Note

An older SAPCAR version might extract archive files in a wrong way and this could prevent the software provisioning manager from working consistently.

Proceed as follows to get the latest version of the SAPCAR tool:

2. Select the SAPCAR for your operating system and download it to an empty directory.
3. Even if you have the latest SAPCAR already available, we strongly recommend that you verify its digital signature anyway, unless you downloaded it directly from https://launchpad.support.sap.com/#/softwarecenter/ yourself. You can do this by verifying the checksum of the downloaded SAPCAR tool:
   1. Depending on what operating system you are using, compute a hash of the downloaded SAPCAR tool, using the SHA-256 algorithm used by SAP.
   2. Now verify the digital signature of the downloaded SAPCAR tool by comparing the hash with the checksum (generated by SAP using the SHA-256 algorithm) from the Related Info button in the Content Info column on the right-hand side of the place where you downloaded the SAPCAR tool.
4. To improve usability, we recommend that you rename the executable to sapcar.

For more information about SAPCAR, see SAP Note 212876.
Procedure

1. Download the latest version of the Software Provisioning Manager 1.0 archive
   
   ![SWPM10SP<Support Package Number>_<Version Number>.SAR](https://support.sap.com/sltoolset)

   - Valid for SAP systems based on SAP NetWeaver 7.0 and SAP NetWeaver 7.0 including enhancement package <Number>:
     Download the **SWPM10SP<Support Package Number>_<Version Number>.SAR**

   - Valid for SAP systems based on:
     Download the **SWPM10SP<Support Package Number>_<Version Number>.SAR**

   ![System Provisioning > Download Software Provisioning Manager](https://support.sap.com/sltoolset)

2. Using the latest version of SAPCAR, you can verify the digital signature of the downloaded archive as follows:
   
   a. Get the latest version of the SAPCRYPTOLIB archive to your installation host as follows:
      1. Go to [https://launchpad.support.sap.com/#/softwarecenter SUPPORT PACKAGES & PATCHES](https://launchpad.support.sap.com/#/softwarecenter) and search for “sapcryptolib”.
      2. Select the archive file for your operating system and download it to the same directory where you have put the SAPCAR executable.
      3. Use the following command to extract the SAPCRYPTOLIB archive to the same directory where you have put the SAPCAR executable:
         ```
         SAPCAR –xvf sapcryptolibp_84...sar –R <target directory>
         ```
      4. Download the Certificate Revocation List from [https://tcs.mysap.com/crl/crlbag.p7s](https://tcs.mysap.com/crl/crlbag.p7s) and move it to the same directory.
   b. Verify the digital signature of the downloaded archive by executing the following command:
      ```
      <Path to SAPCAR>\sapcar.exe -tvVf<Path to Download Directory>\[70]SWPM10SP<Support Package Number>_<Version Number>.SAR -crl <file name of revocation list>
      ```
   c. Note: Check SAP Notes 2178665 and 1680045 whether additional information is available.

3. Unpack the Software Provisioning Manager archive to a local directory using the following command:
   ```
   <Path to SAPCAR>\sapcar.exe -xvf <Path to Download Directory>\[70]SWPM10SP<Support Package Number>_<Version Number>.SAR -R <Path to Unpack Directory>
   ```

   ![i Note](https://support.sap.com/sltoolset)

   Make sure that all users have at least read permissions for the directory to which you unpack the Software Provisioning Manager archive.
3.2.2 Installing and Updating SAP Library Using Software Provisioning Manager 1.0

This procedure tells you how to install and update SAP Library with the software provisioning manager.

Prerequisites

- The installation host meets the hardware and software requirements for the SAP Library installation as described in Hardware and Software Requirements [page 20].
- The required installation media are available on the installation host as described in Preparing the Installation Media [page 21].

Context

- Install means that you install SAP Library from scratch.
- Update means that you update an existing version of SAP Library.

Procedure

1. Make sure that the installation host meets the prerequisites for running the software provisioning manager. For more information, see Prerequisites for Running Software Provisioning Manager [page 25].
2. Run the installation or update. For more information, see Running Software Provisioning Manager [page 26].
3.2.2.1 Prerequisites for Running Software Provisioning Manager

Make sure you fulfill the following prerequisites before running the software provisioning manager.

- For the SL-UI, make sure that the following web browser requirements are met:
  - You have one of the following supported browsers on the device where you want to run the SL-UI:
    - Google Chrome (recommended)
    - Mozilla Firefox
    - Microsoft Edge
    - Microsoft Internet Explorer 11 or higher.
  - Always use the latest version of these web browsers.
  - If you copy the SL-UI URL manually in the browser window, make sure that you open a new Web browser window in private browsing mode (Internet Explorer), incognito mode (Chrome) or private browsing mode (Firefox). This is to prevent Web browser plugins and settings from interfering with the SL-UI.

⚠️ Caution
The software provisioning manager uses a self-signed certificate, which is used temporarily only while the software provisioning manager is running. This certificate is not trusted by the browser unless it is imported manually by the user running the software provisioning manager. This behavior is intentionally designed in this way because - unlike ordinary public web servers - the software provisioning manager has different usage patterns. You must configure your browser to trust the self-issued certificate of the software provisioning manager after carefully performing the “thumbprint” verification described in Running Software Provisioning Manager [page 26]. For more information about adding trusted certificates, see the documentation of your browser.

For more information about the SL-UI, see Useful Information about Software Provisioning Manager [page 37].

- You need at least 700 MB of free space in the installation directory for each installation option. In addition, you need 700 MB free space for the software provisioning manager executables. The software provisioning manager creates an installation directory sapinst_instdir, where it keeps its log files, and which is located directly in the %ProgramFiles% directory. For more information, see Useful Information about Software Provisioning Manager [page 37].

- Make sure that the following ports are not used by other processes:
  - Port 4237 is used by default as HTTPS port for communication between the software provisioning manager and the SL-UI. If this port cannot be used, you can assign a free port number by executing sapinst.exe with the following command line parameter:
    `SAPINST_HTTPS_PORT=<Free Port Number>`
  - Port 4239 is used by default for displaying the feedback evaluation form at the end of the software provisioning manager processing. The filled-out evaluation form is then sent to SAP using HTTPS. If this port cannot be used, you can assign a free port number by executing sapinst.exe with the following command line parameter:
    `SAPINST_HTTP_PORT=<Free Port Number>`
3.2.2.2 Running Software Provisioning Manager

This section describes how to run the software provisioning manager.

Prerequisites

For more information, see Prerequisites for Running Software Provisioning Manager [page 25].

Context

The software provisioning manager has a web browser-based GUI named “SL-UI of the software provisioning manager” - “SL-UI” for short.

This procedure describes an installation where you run the software provisioning manager and use the SL-UI, that is you can control the processing of the software provisioning manager from a browser running on any device.

For more information about the SL-UI, see Useful Information about Software Provisioning Manager [page 37].

Procedure

1. Log on to the installation host as a member of the local Administrators group.
2. Start the software provisioning manager from the directory to which you unpacked the Software Provisioning Manager archive with the following command:

   sapinst.exe (in a command prompt)

   .\sapinst.exe (in PowerShell)

   By default, the SL-UI uses the default browser defined for the host where you run the software provisioning manager. However, you can also specify another supported web browser available on the host where you start the software provisioning manager. You can do this by starting the sapinst executable with command line option SAPINST_BROWSER=<Path to Browser Executable>, for example SAPINST_BROWSER=firefox.exe.

   **Note**

   1. Open a command prompt or PowerShell window in elevated mode and change to the directory to which you unpacked the Software Provisioning Manager archive.
   2. Start the software provisioning manager with the following command:

      sapinst.exe SAPINST_USE_HOSTNAME=<Virtual_Host_Name> (in a command prompt)

      .\sapinst.exe SAPINST_USE_HOSTNAME=<Virtual_Host_Name> (in PowerShell)

3. The software provisioning manager now starts and waits for the connection with the SL-UI.
If you have a supported web browser (see Prerequisites for Running Software Provisioning Manager [page 25]) installed on the host where you run the software provisioning manager, the SL-UI starts automatically by displaying the Welcome screen.

If the SL-UI does not open automatically, you can find the URL you require to access the SL-UI at the bottom of the Program Starter window of the software provisioning manager. You find the icon of the Program Starter window in the taskbar of your Windows host. Open a supported web browser and run the URL from there.

```plaintext
************************************************************************
Open your browser and paste the following URL address to access the GUI https://[<hostname>]:4237/sapinst/docs/index.html
Logon users: [<users>]
************************************************************************
```

**i Note**

If the host specified by `<hostname>` cannot be reached due to a special network configuration, proceed as follows:

1. Terminate the software provisioning manager as described in Useful Information about Software Provisioning Manager [page 37].
2. Restart the software provisioning manager from the command line with the `SAPINST_GUI_HOSTNAME=<hostname>` property.
   
   You can use a fully-qualified host name.

**Caution**

After opening the browser URL, make sure that the URL in the browser starts with “https://” to avoid security risks such as SSL stripping.

Before you reach the Welcome screen, your browser warns you that the certificate of the sapinst process on this computer could not be verified.

Proceed as follows to avoid security risks such as a man-in-the-middle attack:

1. Click on the certificate area on the left hand side in the address bar of your browser, and view the certificate.
2. Open the certificate fingerprint or thumbprint, and compare all hexadecimal numbers to the ones displayed in the console output of the software provisioning manager.

   Proceed as follows to get the certificate fingerprint or thumbprint from the server certificate printed in the software provisioning manager console:
   
   1. Go to the `sapinst.exe.xxxxxx.xxxx` directory in the temporary directory to which the software provisioning manager has extracted itself:
      
      `%userprofile%\sapinst\`
   2. In the `sapinst.exe.xxxxxx.xxxx` directory, execute the `sapgenpse` tool with the command line option `get_my_name -p`.

      As a result, you get the server fingerprint or thumbprint from the server certificate.
3. Accept the warning to inform your browser that it can trust this site, even if the certificate could not be verified.

The SL-UI opens in the browser by displaying the Welcome screen.
4. On the **Welcome** screen, choose the required option:

- If you are using the `70SWPM*.SAR`:
  Choose your product, then go to **Software Life-Cycle Options** ➤ **SAP Library Installation and Update** and choose **Install/Update SAP Library**

- If you are using the `SWPM*.SAR`:
  Go to **Generic Options** ➤ **<Database>** ➤ **SAP Library Installation and Update** and choose **Install/Update SAP Library**

5. Choose **Next**.

**i Note**

If there are errors during the self-extraction process of the software provisioning manager, you can find the log file `dev_selfex.out` in the temporary directory.

6. If the software provisioning manager prompts you to log off from your system, log off and log on again.

The software provisioning manager restarts automatically.

7. Follow the instructions on the software provisioning manager screens and enter the required parameters.

**i Note**

To find more information on each parameter during the **Define Parameters** phase, position the cursor on the required parameter input field, and choose either F1 or the **HELP** tab. Then the available help text is displayed in the **HELP** tab.

**Caution**

The digital signature of installation media and installation archives is checked **automatically** during the **Define Parameters** phase while processing the **Media Browser** and - if you perform an archive-based installation - the **Software Package Browser** screens.

Note that this automatic check is only committed once and **not** repeated if you modify artifacts such as SAR archives or files on the media **after** the initial check has been done. This means that - if you modify artefacts later on either during the remaining **Define Parameters** phase or later on during the **Execute Service** phase - the digital signature is not checked again.

For more information, see SAP Note 2393060.

After you have entered all requested input parameters, the software provisioning manager displays the **Parameter Summary** screen. This screen shows both the parameters that you entered and those that the software provisioning manager set by default. If required, you can revise the parameters before starting the installation.

Specify the source and target paths for the SAP Library installation:

- Enter the complete path to the SAP Library files you have made available as described in **Preparing the Installation Media** [page 21].
  Note that this path must also contain the language directory of the required help type.

**Example**

```
C:\Users\MyUser\Downloads\NW75Library\50159385\PLAINHTM\EN.
```
where 50159385 is the material number of the package, PLAINHTM is the help type, and EN is the language.

• Enter the destination path to the local directory of the host where the SAP Library is to be installed or updated.

Example

C:\NW75Library.

8. To start the installation, choose Next.

The software provisioning manager starts the installation and displays the progress of the installation. When the installation has finished, the software provisioning manager shows the message: Execution of <Option_Name> has completed.

Note

An SAP Library installation or update can take up to three hours. Please be patient until the software provisioning manager has completed.

9. If you copied the software provisioning manager software to your hard disk, you can delete these files when the installation has successfully completed.

10. For security reasons, we recommend that you delete the .sapinst directory within the home directory of the user with which you ran the software provisioning manager:

   %userprofile%\.sapinst\)

11. The software provisioning manager log files contain IP addresses and User IDs such as the ID of your S-User. For security, data protection, and privacy-related reasons we strongly recommend that you delete these log files once you do not need them any longer.

   You find the software provisioning manager log files in the sapinst_instdir directory. For more information, see Useful Information about Software Provisioning Manager [page 37].
4 Post-Installation

The following sections provide information about activities after the installation of the SAP Library has finished successfully.

Related Information

Using a Web Browser or Viewer [page 30]
Offline Access to Help Files - PlainHtmlHttp and PlainHtmFile [page 31]
Setting Variants for SAP Library [page 31]
Configuring Documentation Provided on the SAP Help Portal [page 33]
Enabling Product-Specific Documentation [page 35]

4.1 Using a Web Browser or Viewer

The HTML-based documentation can be displayed in a Web browser on all front-end platforms supported by SAP. However, you must observe certain requirements and restrictions depending on the specific platform. The following table shows which browsers can be used with which front-end platforms.

<table>
<thead>
<tr>
<th>Web Browser for Help Documentation</th>
<th>Google Chrome</th>
<th>Microsoft Internet Explorer</th>
<th>Microsoft Edge</th>
<th>Mozilla Firefox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows platforms</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

Note that for the help structure implemented with JavaScript and displayed as a compressed tree, JavaScript must be activated in the browser used.

• **i Note**

  If you want to access the SAP Library with Google Chrome, we recommend that you install the SAP Library on a Web server (help type PlainHtmlHttp). This help type contains a script that is used to enhance the rendering. While embedded in a Web server, there are no issues with Google Chrome; but when the SAP Library is installed on a file system, Google Chrome prevents the execution of these scripts. For more information, see 2622352.
4.2 Offline Access to Help Files - PlainHtmlHttp and PlainHtmFile

To view the documentation without connecting to the SAP system, you need to fulfill the following prerequisites:

- Install a suitable browser or viewer on your computer as described in table Web Browser for Help Documentation in Using a Web Browser or Viewer [page 30].
- Ensure that you have access to the help files. For the standard HTML help files, this requires you to install the archives in the folder PLAINHTM on the SAP Library DVD to a Web server or a file server. For more information, see Installing PlainHtmlHttp and PlainHtmlFile [page 15].

Procedure

1. Navigate to the directory <InstallDir>\PlainHTM\<language key>. This is the directory containing the help files.
2. Open the index.htm file.
   This loads the documentation homepage in your Web browser. From here you can navigate to all parts of the documentation.
3. Add the documentation homepage to your browser favorites or bookmarks.

4.3 Setting Variants for SAP Library

Use

In transaction SR13 you specify which help variants you want to make available to users of the SAP system.

For more information about the HTTPS protocol configuration, see SAP Note 1842462.

For more information about configuring the help settings and to see examples for each help type, see SAP KBA 2149786.

Procedure

General guidelines

- Do not use special characters, such as blanks or ampersands, in variant names or in the path names specified in the setting variants.
- Enter variant names in block capitals.
- Create variants for the areas IWBHELP and XML_DOCU for each front-end platform and language respectively.
• The maximum length of the path name is 61 characters.

**PlainHtmlHttp**

• Enter the name of the Web server including the port.
• Enter the path in the URL syntax.

**PlainHtmlFile**

Use the syntax of the front-end platform when specifying a path name.

**Example**

You can find below examples of the variants needed for each help type for the WIN32 platform.

**i Note**

You have to create entries for the documentation area (IWBHELP) and the XML documentation area (XML_DOCU) for each platform you are using and each language in which you want to provide documentation. You must create variants for the platforms WN32, NONE, and ITS as a minimum; if you are using other platforms, create variants for these as well.

<table>
<thead>
<tr>
<th>Variant</th>
<th>HTML_WEB_WN32_IWBHELP_EN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform</strong></td>
<td>WN32</td>
</tr>
<tr>
<td><strong>Area</strong></td>
<td>IWBHELP</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>p12345:1080</td>
</tr>
<tr>
<td><strong>Path</strong></td>
<td>PlainHttp</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>EN</td>
</tr>
</tbody>
</table>

**Example for PlainHtmlHttp**

<table>
<thead>
<tr>
<th>Variant</th>
<th>HTML_WEB_WN32_XML_DOCU_EN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform</strong></td>
<td>WN32</td>
</tr>
<tr>
<td><strong>Area</strong></td>
<td>XML_DOCU</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>p12345:1080</td>
</tr>
<tr>
<td><strong>Path</strong></td>
<td>PlainHttp</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>EN</td>
</tr>
</tbody>
</table>
4.4 Configuring Documentation Provided on the SAP Help Portal

You can configure the settings in transaction SR13 to point to documentation that is provided on the SAP Help Portal.

Context

You can configure your backend system to access documentation that is provided on the SAP Help Portal.

- The documentation you want to access must be available on the SAP Help Portal. To check if this is the case, see the list of products and versions available on the SAP Help Portal at https://help.sap.com/viewer/product/UA-DOC/1.0/en-US, entry Providing Documentation Content.
- The users who access the documentation must have access to the Internet.
- You can configure an ABAP system to connect to only one combination of product and version.

If you cannot fulfill one or more of these prerequisites, you must install the documentation in your local system landscape using the download packages or DVDs/CDs provided.
Procedure

2. Select the tab PlainHtmlHttp.
3. Choose New Entries.

⚠️ Caution

You have to create entries for the documentation area (IWBHELP) and the XML documentation area (XML_DOCU) for each platform you are using and each language in which you want to provide documentation. You must create variants for the platforms WN32, NONE, and ITS as a minimum; if you are using other platforms then you create variants for these as well.

You must use the exact combination of uppercase and lowercase characters specified in the product and version.

* To find the correct entry for the Path field, see the list of products and versions referenced in SAP Note 2652009.

4. To create entries for the documentation area, enter the following values:

<table>
<thead>
<tr>
<th>Name</th>
<th>Value to be entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variant</td>
<td>Enter a name for the variant.</td>
</tr>
<tr>
<td>Platform</td>
<td>Select the platform relevant for your implementation from the list of available platforms, for example, WN32.</td>
</tr>
<tr>
<td>Area</td>
<td>Select Documentation from the list; this will display as IWBHELP in the table.</td>
</tr>
<tr>
<td>Path</td>
<td>&lt;product/version&gt; *</td>
</tr>
<tr>
<td>Language</td>
<td>Select the language you need from the list.</td>
</tr>
</tbody>
</table>

5. To create entries for the XML documentation area, enter the following values:

<table>
<thead>
<tr>
<th>Name</th>
<th>Value to be entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variant</td>
<td>Enter a name for the variant (any name).</td>
</tr>
<tr>
<td>Platform</td>
<td>Select the platform relevant for your implementation from the list of available platforms, for example, WN32.</td>
</tr>
<tr>
<td>Area</td>
<td>Select XML Documentation from the list; this will display as XML_DOCU in the table.</td>
</tr>
<tr>
<td>Path</td>
<td>&lt;product/version&gt; *</td>
</tr>
<tr>
<td>Language</td>
<td>Select the language you need from the list.</td>
</tr>
</tbody>
</table>

6. Repeat steps 4 and 5 for each relevant platform and language.
7. Select one entry as the default language for each platform and area.
8. Save your entries.
Results

You have configured the settings to point to documentation that is provided on the SAP Help Portal.

Related Information

SAP Note 2149786
SAP Note 2652009

4.4.1 Enabling Product-Specific Documentation

Allow the system to open the documentation for the specific product you are using when context-sensitive application help is not available. This procedure is relevant only for on-premise software products and if you configure your system to display documentation provided on the SAP Help Portal.

Prerequisites

Context

After you have configured the settings in transaction SR13, you need to enable the product-specific documentation with program RSIWBH04 in transaction SE38.

i Note

If report RSIWBH04 is not available in your system, implement the correction described in SAP Note 2369844.

Procedure

1. Open transaction SE38.
2. Enter the program name RSIWBH04 in the Program field and choose Execute.
3. Under Product-Specific SAP Library, enter the ID of the entry topic for the SAP Library in the Structure/DITA Map ID field.
Remember

To find out the ID of the entry topic for the SAP Library, open your SAP Library and access the topic that you want the documentation to open at. Then identify the 32-digit ID associated with this topic:

<table>
<thead>
<tr>
<th>SAP Help Portal</th>
<th>The character string directly before the &quot;.html&quot; part of the URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>PlainHTML</td>
<td>The characters between the language code and the &quot;frameset.htm&quot; parts of the URL; remove the forward slash after the first two characters.</td>
</tr>
</tbody>
</table>

4. Enter the class **XDPS\_STRUCT**.

Caution

Make sure that you have selected the Change radio button.

5. Choose **Execute** to run the program.

Results

You have changed the default entry topic to one relevant for the product you are using. To test the change, open a new system session.
5 Additional Information

- Useful Information about Software Provisioning Manager [page 37]
- Local Override of Help Settings on Front Ends [page 43]

5.1 About Software Provisioning Manager

5.1.1 Useful Information about Software Provisioning Manager

This section contains some useful technical background information about the software provisioning manager and the software provisioning manager’s SL-UI.

- The software provisioning manager has a framework named “SAPinst”. For more information about the current SAPinst Framework version and its features, see SAP Note 3207613 (SAPinst Framework 753 Central Note).

- The software provisioning manager has the web browser-based “SL-UI of the software provisioning manager” - “SL-UI” for short. The SL-UI uses the SAP UI Development Toolkit for HTML5 - also known as SAPUI5 - a client-side HTML5 rendering library based on JavaScript. The benefits of this new user interface technology for the user are:
  - Zero foot print, since only a web browser is required on the client
  - New controls and functionality, for example, view logs in web browser.

As of version 1.0 SP24 Patch Level (PL) 5, the software provisioning manager comes with a new look and feel of the SL-UI. For more information, see https://blogs.sap.com/2018/11/10/new-look-for-software-provisioning-manager/.

The SL-UI connects the web browser on a client with the sapinst executable - which is part of software provisioning manager - running on the installation host using the standard protocol HTTPS. For the SL-UI, the software provisioning manager provides a pre-generated URL in the Program Starter window. If you have a supported web browser installed on the host where you run the software provisioning manager, the SL-UI starts automatically. By default, the SL-UI uses the default browser defined for the host where you run the software provisioning manager. However, you can also specify another supported web browser available on the host where you start the software provisioning manager. You can do this by starting the sapinst executable with command line option SAPINST_BROWSER=<Path to Browser Executable>, for example SAPINST_BROWSER=firefox.exe.

Alternatively you can open a supported web browser on any device and run the URL from there.

For more information about supported web browsers see Prerequisites for Running Software Provisioning Manager [page 25].

If you need to run the SL-UI in accessibility mode, apply the standard accessibility functions of your web browser.
As soon as you have started the sapinst.exe executable, the software provisioning manager creates a .sapinst directory underneath the <Drive>:\Users\<User> directory where it keeps its logs and other technical files. <User> is the user which you used to start the software provisioning manager.

After you have reached the Welcome screen and selected the relevant software provisioning manager option for the SAP system or instance to be installed, the software provisioning manager creates a directory sapinst_instdir, where it keeps its logs and other technical files, and which is located directly in the %ProgramFiles% directory. If the software provisioning manager is not able to create sapinst_instdir there, it tries to create sapinst_instdir in the directory defined by the TEMP environment variable.

All log files which have been stored so far in the .sapinst folder are moved to the sapinst_instdir directory as soon as the latter has been created.

The software provisioning manager records its progress in the keydb.xml file located in the sapinst_instdir directory. Therefore, if required, you can continue with the software provisioning manager from any point of failure, without having to repeat the already completed steps and without having to reenter the already processed input parameters. For security reasons, a variable encryption key is generated as soon as the sapinst_instdir directory is created by the software provisioning manager. This key is used to encrypt the values written to the keydb.xml file.

→ Recommendation

We recommend that you keep all installation directories until the system is completely and correctly installed.

• The software provisioning manager extracts itself to a temporary directory (TEMP, TMP, TMPDIR, or SystemRoot). These executables are deleted after the software provisioning manager has stopped running.

Directories called sapinst.exe.xxxxxxx.xxxx sometimes remain in the temporary directory after the software provisioning manager has finished. You can safely delete them.

The temporary directory also contains the log file dev_selfex.out from the self-extraction process of the software provisioning manager, which might be useful if an error occurs.

⚠️ Caution

If the software provisioning manager cannot find a temporary directory, the installation terminates with the error FCO-00058.

• To see a list of all available software provisioning manager properties (command line options) and related documentation, open a command prompt and start the software provisioning manager with command line parameter -p:

```
 sapinst -p
```

• If required, stop the software provisioning manager by choosing the Cancel button.

ℹ️ Note

If you need to terminate the software provisioning manager, choose File → Exit in the menu of the Program Starter window.
5.1.2 Restarting Interrupted Processing of Software Provisioning Manager

Here you find information about how to restart the software provisioning manager if its processing has been interrupted.

Context

The processing of the software provisioning manager might be interrupted for one of the following reasons:

- An error occurred during the Define Parameters or Execute phase:
  The software provisioning manager does not abort the installation in error situations. If an error occurs, the installation pauses and a dialog box appears. The dialog box contains a short description of the choices listed in the table below as well as a path to a log file that contains detailed information about the error.

- You interrupted the processing of the software provisioning manager by choosing Cancel in the SL-UI.

⚠️ Caution

If you stop an option in the Execute phase, any system or component installed by this option is incomplete and not ready to be used. Any system or component uninstalled by this option is not completely uninstalled.

The following table describes the options in the dialog box:

<table>
<thead>
<tr>
<th>Option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retry</td>
<td>The software provisioning manager retries the installation from the point of failure without repeating any of the previous steps. This is possible because the software provisioning manager records its progress in the keydb.xml file. We recommend that you view the entries in the log files, try to solve the problem, and then choose Retry. If the same or a different error occurs, the software provisioning manager displays the same dialog box again.</td>
</tr>
<tr>
<td>Stop</td>
<td>The software provisioning manager stops the installation, closing the dialog box and the software provisioning manager’s SL-UI. The software provisioning manager records its progress in the keydb.xml file. Therefore, you can continue with the software provisioning manager from the point of failure without repeating any of the previous steps. See the procedure below.</td>
</tr>
<tr>
<td>Continue</td>
<td>The software provisioning manager continues the installation from the current point.</td>
</tr>
<tr>
<td>View Log</td>
<td>Access installation log files.</td>
</tr>
</tbody>
</table>
The following procedure describes the steps to restart an installation, which you stopped by choosing Stop, or to continue an interrupted installation after an error situation.

**Procedure**

1. Log on to the installation host as a user with the required permissions as described in Running Software Provisioning Manager [page 26].

2. Make sure that the installation media are still available.
   
   For more information, see Preparing the Installation Media [page 21].

   ├Recommendation
   
   Make the installation media available locally. For example, if you use remote file shares on other Windows hosts, CIFS shares on third-party SMB-servers, or Network File System (NFS), reading from media mounted with NFS might fail.

3. Make sure that the installation media are still available.
   
   For more information, see Preparing the Installation Media [page 21].

   ├Recommendation
   
   Make the installation media available locally. For example, if you use remote file shares on other Windows hosts, CIFS shares on third-party SMB-servers, or Network File System (NFS), reading from media mounted with NFS might fail.

4. Restart the software provisioning manager by double-clicking sapinst.exe from the directory to which you unpacked the software provisioning manager archive.
   
   By default, the SL-UI uses the default browser defined for the host where you run the software provisioning manager. However, you can also specify another supported web browser available on the host where you start the software provisioning manager. You can do this by starting the sapinst executable with command line option SAPINST_BROWSER=<Path to Browser Executable>, for example SAPINST_BROWSER=firefox.exe.

5. The software provisioning manager is restarting.
   
   If you have a supported web browser (see Prerequisites for Running Software Provisioning Manager [page 25]) installed on the host where you run the software provisioning manager, the SL-UI starts automatically by displaying the Welcome screen.

   If the SL-UI does not open automatically, you can find the URL you require to access the SL-UI at the bottom of the Program Starter window of the software provisioning manager. You find the icon of the Program Starter window in the taskbar of your Windows host. Open a supported web browser and run the URL from there.

   ```plaintext
   Open your browser and paste the following URL address to access the GUI
   https://[<hostname>]:4237/sapinst/docs/index.html
   Logon users: [<users>]
   ****************************
   ```
**i Note**

If the host specified by `<hostname>` cannot be reached due to a special network configuration, proceed as follows:

1. Terminate the software provisioning manager as described in *Useful Information about Software Provisioning Manager* [page 37].
2. Restart the software provisioning manager from the command line with the `SAPINST_GUI_HOSTNAME=<hostname>` property.
   You can use a fully-qualified host name.

**Caution**

After opening the browser URL, make sure that the URL in the browser starts with “https://” to avoid security risks such as SSL stripping.

Before you reach the *Welcome* screen, your browser warns you that the certificate of the `sapinst` process on this computer could not be verified.

Proceed as follows to avoid security risks such as a man-in-the-middle attack:

1. Click on the certificate area on the left hand side in the address bar of your browser, and view the certificate.
2. Open the certificate fingerprint or thumbprint, and compare all hexadecimal numbers to the ones displayed in the console output of the software provisioning manager.
   Proceed as follows to get the certificate fingerprint or thumbprint from the server certificate printed in the software provisioning manager console:
   1. Go to the `sapinst_exe.xxxxx.xxxx` directory in the temporary directory to which the software provisioning manager has extracted itself:
      `%userprofile%\sapinst\`
   2. In the `sapinst_exe.xxxxx.xxxx` directory, execute the `sapgenpse` tool with the command line option `get_my_name -p`.
      As a result, you get the server fingerprint or thumbprint from the server certificate.
3. Accept the warning to inform your browser that it can trust this site, even if the certificate could not be verified.

The SL-UI opens in the browser by displaying the *Welcome* screen.

6. From the tree structure on the *Welcome* screen, select the installation option that you want to continue and choose *Next*.

   The *What do you want to do?* screen appears.

7. On the *What do you want to do?* screen, decide between the following alternatives and continue with *Next*:
### Alternative | Behavior
--- | ---
**Perform a new run** | The software provisioning manager does not continue the interrupted installation option. Instead, it moves the content of the old software provisioning manager directory and all software provisioning manager-specific files to a backup directory. Afterwards, you can no longer continue the old option.

The following naming convention is used for the backup directory:

\[ \text{log} \_ \text{<Day>}_\text{<Month>}_\text{<Year>}_\text{<Hours>}_\text{<Minutes>}_\text{<Seconds>} \]

**Example**

\[ \text{log} \_ 01 \_ \text{Oct} \_ 2016 \_ 13 \_ 47 \_ 56 \]

**Note**

All actions taken by the installation before you stopped it (such as creating directories or users) are not revoked.

**Caution**

The software provisioning manager moves all the files and folders to a new log directory, even if these files and folders are owned by other users. If there are any processes currently running on these files and folders, they might no longer function properly.

**Continue with the existing one** | The software provisioning manager continues the interrupted installation from the point of failure.

---

### 5.1.3 Troubleshooting with Software Provisioning Manager

This section tells you how to proceed when errors occur while the software provisioning manager is running.

#### Context

If an error occurs, the software provisioning manager:

- Stops processing
- Displays a dialog informing you about the error
Procedure

1. Check SAP Note SAP Note 3207613 (SAPinst Framework 753 Central Note) for known software provisioning manager issues.

2. If an error occurs during the Define Parameters or the Execute Service phase, do one of the following:
   - Try to solve the problem:
     - To check the software provisioning manager log files (sapinst.log and sapinst_dev.log) for errors, choose the LOG FILES tab.

   i Note
   The LOG FILES tab is only available if you have selected on the Welcome screen the relevant software provisioning manager option for the SAP product to be installed.
   If you need to access the log files before you have done this selection, you can find the files in the .sapinst directory underneath the {Drive}: \Users\{User} directory, where {User} is the user that you used to start the software provisioning manager.
   For more information, see Useful Information about Software Provisioning Manager [page 37].
   - To check the log and trace files of the software provisioning manager’s SL-UI for errors, go to the directory %userprofile%\sapinst\.
   - Then continue by choosing Retry.
   - If required, abort the software provisioning manager by choosing Cancel in the tool menu and restart the software provisioning manager. For more information, see Restarting Interrupted Processing of Software Provisioning Manager [page 39].

3. If you cannot resolve the problem, report an incident using the appropriate subcomponent of BC-INS*.
   For more information about using subcomponents of BC-INS*, see SAP Note 1669327.

5.2 Local Override of Help Settings on Front Ends

You can override the help setting variants configured in the SAP system locally on Microsoft Windows front ends. This feature allows you to use a different help type and/or call help from a location other than defined in the setting variants defined by the system administrator.

i Note
You can only override the local front ends if you have defined entries for the setting variants in transaction SR13. You must select a help type in transaction SR13.
5.2.1 File sapdoccd.ini

You enter override information in file sapdoccd.ini. You can store this file in the following locations:

- In the Microsoft Windows directory of the front-end PC (c:\Windows)
- In the SAP GUI directory (locally or on a server)
- In the parent directory of the SAP GUI directory

**Order of Evaluation**

Each time the user accesses help in the SAP system (Help Application Help), the help processor evaluates the sapdoccd.ini file in the Microsoft Windows directory of the front-end PC. If the file is not there, the help processor next searches for it in the SAP GUI directory and then in the parent directory of the SAP GUI directory. If the file cannot be found or if it does not contain any override information for HTML-based help, the help processor copies the values of the setting variant of the SAP system currently in use. For more information, see Setting Variants for SAP Library [page 31]. To override the default variant configured in the SAP system, look for a sapdoccd.ini file in the locations mentioned above and modify its content according to your requirements. Otherwise, create a file with any ASCII editor (for example, Notepad). Make sure you observe the sequence of evaluation if the file exists in more than one place.

**Content and Format of sapdoccd.ini**

The sapdoccd.ini file contains entries in Microsoft Windows INI format. The names of sections and parameters are not case-sensitive, but parameter values are.

5.2.2 Parameters in File sapdoccd.ini

The following parameters and parameter values can be used:

<table>
<thead>
<tr>
<th>HelpType</th>
<th>PlainHtmlHttp, PlainHtmlFile, HtmlHelpFile, DynamicHelp</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;HelpType&gt;Server</td>
<td>Name of the Web server on which the files for &lt;HelpType&gt; reside</td>
</tr>
<tr>
<td>&lt;HelpType&gt;Path-&lt;language&gt;</td>
<td>Path to the help files for logon language &lt;language&gt;</td>
</tr>
<tr>
<td>&lt;language&gt; is a two character language key.</td>
<td></td>
</tr>
<tr>
<td>&lt;HelpType&gt;Path</td>
<td>Path to the help files you want to display if no parameter &lt;HelpType&gt;Path-&lt;language&gt; is specified for the current logon language</td>
</tr>
</tbody>
</table>
The help type DynamicHelp can only be used if SAP Knowledge Warehouse is installed.

Validity Range of Parameters

You can specify the SAP systems to which the override applies by entering parameter values in the relevant sections in sapdoccd.ini. Entries for overriding the HTML-based help can apply to the following:

- **All SAP systems**
  Entries in section [HTMLHELP] apply to all SAP systems.

- **SAP systems with a specific release**
  Entries in sections [HTMLHELP-<Release>] apply to all SAP systems with this release. They override the entries in section [HTMLHELP].

- **Individual SAP systems**
  Entries in sections [SystemId-<SAP System>] apply to <SAP system> and override both the global entries in section [HTMLHELP] and the release-specific entries in sections HTMLHELP-<Release>.

If an entry for a particular release (for example, Release 7.50) specifies a language-specific path (<HelpType>Path<Language>), while an entry for a particular system with the same release specifies a generic path (<HelpType>Path), the release-specific entry applies.

**Example**

```
[HTMLHELP] HelpType=PlainHtmlHttp
PlainHtmlHttpServer=p99999.sap-ag.de:1080
PlainHtmlHttpPath-DE=saphelp/DE
PlainHtmlHttpPath=\p44444\PLAINHTM\EN
[HTMLHELP-750] HelpType=HtmlHelpFile
HtmlHelpFilePath-DE=\ABCD042\docu\750\HTMLHELP\DE
HtmlHelpFilePath-EN=\ABCD042\docu\750\HTMLHELP\EN
HtmlHelpFilePath=\ABCD042\docu\750\HTMLHELP\EN
[SystemId-B20] HelpType=HtmlHelpFile
HtmlHelpFilePath-DE=\p12345\HTMLHELP\DE
HtmlHelpFilePath=\p12345\HTMLHELP\EN
[SystemId-B40] HelpType=PlainHtmlFile
PlainHtmlFilePath-DE=\p44444\PLAINHTM\DE
PlainHtmlFilePath=\p44444\PLAINHTM\EN
```
In the above example, the default help type is `PlainHtmlHttp` (defined in transaction SR13). If you launch the application help from an SAP system with release level 7.50, the help type `HtmlHelpFile` is used and the help files are accessed from the directory `\doc\750\HTMLHELP` on the file server `\ABCD042` is used. If you launch the application help from the SAP system B20, the help type `HtmlHelpFile` is used and the help files are accessed from the directory `\HTMLHELP` on the file server `\p12345`. If you launch the application help from the SAP system B40, the help type `PlainHtmlFile` is used.

### Related Information

**SAP Note 94849**

5.2.3 Logging of Help Calls

> **i Note**
> 
> This is possible only for Microsoft Windows front-ends (platform WN32).

A log for each call is written to the file `sapdoccd.log`.

The log file contains the following information, separated by spaces:

- Command line used to launch the start program for help (SHH.EXE) from the SAP system
- Default parameters (transaction SR13) extracted from the command line
- Parameters extracted from the file `sapdoccd.ini`
- Start parameters resulting from the previous two points
- Browser/viewer version (for help type `HtmlHelpFile` only)

The following is an example of a log produced when application help is launched from an SAP system called ABC:

#### Example

```
Program path = C:\Program Files (x86)\SAP\FrontEnd\SAPgui\HTMLHELP\SHH.EXE
SHH version = 7.5.0.8
&PATH=ABAP_PLATFORM_1909/201909.000/
&SYSTEM=ABC&_CLASS=IWB_EXTHLP&_LOIO=afe8b540afc87c2ae1000000a155106&_SLOIO=
b5e8b540afc87c2ae1000000a155106&LANGUAGE=EN&RELEASE=760&IWB_COUNTRY=&IWB_INDU
STRY=&_SCLASS=IWB_STRUCT"
Info: --- Default settings from command line ---
Info: HelpType=PlainHtmlHttp
Info: HtmlHttpPath=ABAP_PLATFORM_1909/201909.000/EN
Info: --- Contents of profile "C:\WINDOWS\sapdoccd.ini" ---
Info: Default value "PlainHtmlHttp" for "HelpType" assumed.
Info: Default value "ABAP_PLATFORM_1909/201909.000/EN" for "HtmlHttpPath" assumed
Info: --- Starting PlainHtml ---
```
Related Information

SAP Note 1466434
SAP Note 95309
Important Disclaimers and Legal Information

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Some links are classified by an icon and/or a mouseover text. These links provide additional information.

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